

Docket No. 01 -1007; U.S. Patent Application No. (10/084,121), entitled "CALENDAR-BASED CALLING AGENTS," Attorney Docket No. 01 -1008; U.S. Patent Application No. (10/083,798), entitled "METHOD AND APPARATUS FOR INTEGRATED BILLING VIA PDA," Attorney Docket No. 01-1010; and U.S. Patent Application No. (10/084,002), entitled "METHOD AND APPARATUS FOR DIAL STREAM ANALYSIS," Attorney Docket No. 01-1013, and all of which are expressly incorporated herein by reference in their entirety."

Please amend at page ~~6~~⁵, paragraph number 020, to read as follows:

A2 "Methods and apparatus for unified communication management via instant messaging are provided. A unified communication manager receives from a data network one or more rules for responding to telephone calls. In particular, a user may interface with the unified communication manager using an instant messaging service to manage various aspects of the user's communication such as phone calls, email, and instant messages. A user may also use the manager to manage contact information and profile information, such as rules for how communications are forwarded to the user. Thus, the user is provided with a unified communication manager to implement rules and conditions across a wide variety of devices and networks."

[Please amend at page ~~9~~⁸, paragraph number 28, to read as follows:]

A3 "User terminal 112 also allows user 110 to communicate with service center 106. For example, user 110 may use instant messaging ("IM") to communicate with service center 106. IM is a communications service implemented over the Transmission Control

Protocol and Internet Protocol ("TCP/IP") suite to create a private communication channel.

As is well known to those skilled in the art, instant messaging provides communications transmitted in real-time over a non-persistent communication channel that is established by an instant messaging service. Although there is no accepted universal IM standard, an appropriate IM model may be found in RFC 2778, M. Day et al., The Internet Society (2000), titled "A Model for Presence and Instant Messaging," which describes, *inter alia*, a model for providing instant messaging services. There are presently several known IM services including America OnLine Instant Messenger ("AIM") and Microsoft Network Messenger Service ("MSNMS"). In addition to IM services, user terminal 112 may use other aspects of TCP/IP including the hypertext transfer protocol ("HTTP"); the user datagram protocol ("UDP"); the file transfer protocol ("FTP"); the hypertext markup language ("HTML"); and the extensible markup language ("XML")."

Please amend at page 12, paragraph number 040, to read as follows:

Fig. 3a-3m illustrate exemplary screen shots of user interfaces to implement voice mail integration with instant messenger. As shown in Fig. 3a, the screen shot provides a current location portion 300 for indicating that communications should be directed to the "AT HOME" location. Current location 300 may also indicate other locations, such as, for example, "AT WORK, "IN CAR", and "ON TRAVEL." Such locations can be based on predetermined choices or user-configurable choices. The screen shot also provides a new message portion 302 that lists the number and type of new messages. In particular, new message portion 302 shows that there is "1 New EMAIL", "2 NEW VOICE MAILS", "2 NEW

NOTIFICATIONS", and "3 NEW CALLS RECEIVED". New message portion 302 can also provide the last phone numbers dialed and the date they were dialed.

Please amend at page 19, paragraph number 061, to read as follows:

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"Security server 462 can provide security checks on incoming calls, such as checking if the call is wanted or unwanted. Call control server 464 can control calls, performing actions such as call forwarding based on user set preferences. Conferencing server 466 can create conference calls by using a calendar-based system to notify a user 110 of a conference call and then making the call connections. Speech processing server 468 can perform speech processing, allowing a user to verbally communicate with the unified communication manager. Remote computing server 470 can manage and perform remote computing services. Back office server 472 can perform back office functions such as controlling billing and managing user profiles. LDAP directory server 474 can perform directory lookups by interfacing with SCP 600 and can be used for controlling the lookup of Caller-ID information in configuration database 614. Messaging server 476 can be an IM messaging server to control the sending of IM messages to the user terminal 112 of user 110. Calendar/contact management server 478 can be a set of calendaring software that manages all the calendared entries of the user 100. Profile and personalization management server 480 can perform the management and control of service center database 108 and initialing and updating user profile information."
